

Voyager PLANNING STATION

Customer Onboarding Procedures

Version 1.0 January 2021

This document is designed to support Operations and Customer Service teams across the Voyager Reseller Network to onboard customers to the Voyager product suite.

It provides step by step guidance on how to set a customer up to use Voyager PLANNING STATION and Voyager FLEET INSIGHT.

The latest version of this document can always be found in the **Partnerzone** on the Voyager Worldwide web site.

If you need any additional help at any time our customer service team are available to support you, 24/7, at customerservices@voyagerww.com.

Customer Account Set-up

1. Complete the Voyager Onboarding Form

Once a customer has confirmed they wish to proceed with either a trial or a purchase for a vessel, the first step is to send the **Voyager Onboarding Form** to Voyager Worldwide at customerservices@voyagerww.com in order to set up the customer account.

The Voyager PLANNING STATION information should include:

- Names and email addresses of shore base personnel that wish to have access to Voyager FLEET INSIGHT.
- For paper chart and publication users: Vessels charts and publications with edition dates and expiration dates in Excel.
- For ADP and eNP users: The areas and expiration date as per UKHO Fleet Manager in Excel file.

- For AVCS users: The AVCS permit generated from UKHO Fleet Manager.

The Voyager FLEET INSIGHT section should include email addresses for members of the customers' shore based team that require access along with information about the vessels in the fleet and the services you wish to provide.

Voyager Worldwide will use the information you provide in order to create a company profile in our customer database, enable the vessel to view and manage their inventory in Voyager PLANNING STATION and the shore-based team to access Voyager FLEET INSIGHT.

Please also provide the details for **Contact Person in the Customer Organisation** to enable the Voyager Worldwide Onboarding team to support the installations if/when required.

2. Voyager FLEET INSIGHT account created

Voyager Worldwide will create a Voyager FLEET INSIGHT account for the customer. Please allow up to 3 working days for this process.

Once complete you will also be able to view the customer in your version of Voyager FLEET INSIGHT.

3. Voyager FLEET INSIGHT login details sent

Voyager Worldwide will automatically send a Welcome email to each users email address explaining how to login and get started.

The Voyager FLEET INSIGHT set up process will generally take up to 72-hours but please allow for longer during holiday periods.

An example of this Welcome email is provided in Sample Letters and Emails section later in this document.

4. Update Admiralty Fleet Manager

If you are making use of the Voyager "White Label" B2B connection with Admiralty Fleet Manager to manage digital orders and send permits directly to the ship, you must also add permits@voyagerww.com on each vessel email preference list in Fleet Manager.

5. Communicate with customer

The reseller should now advise the Customer's IT Dept that the following emails must be added to each vessels' white/permitted list of emails.

- @gnsworldwide.com
- @voyagerww.com
- your own email domain

The Customer's IT Dept must also be asked to configure access to the following Voyager web services

- Web service checks
- Whitelist 91.135.226.70
- Whitelist voyager.voyagerww.com
- Whitelist voyager.gnsworldwide.com
- Allow Port: 80 for downloading updates.
- FTP Checks
- Whitelist 91.135.226.66
- Whitelist ftp.voyagerww.com
- Whitelist ftp.gnsworldwide.com
- Allow Ports: 21 & 20 for uploading sync updates
- Allow Ports: 1098-1298 for uploading sync updates.

Prepare the Voyager Installation Pack

6. Download Voyager PLANNING STATION software

Download the latest Voyager Installer files from FTP location:

ftp://ftp.voyagerww.com/VPS8_USB_Media_Installer.zip

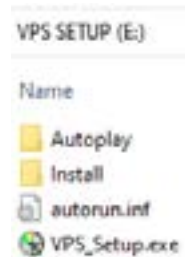
- Username: VPS8
- Password: fh4R9q18

Please note this file is 14.6 GB compressed

7. Save the software on the Voyager USB

Save the downloaded file onto the **Yellow** USB in the Voyager PLANNING STATION box.

8. Check the file has saved correctly



Check the file has saved correctly by putting into the USB drive of your PC and viewing the contents in the filemanager. The contents should appear as shown in the image below.

Voyager Pack despatch

9. Insert the Yellow USB back in the Voyager Pack

Once you have loaded and checked the **Yellow USB** replace it in the Voyager Pack.

10. Welcome letter

Print a copy of the **Voyager Welcome Letter** and include it with the Pack.

A copy of this letter is included later in the Sample Letters and Emails section later in this document.

Check the Voyager Installer has saved correctly by putting into the USB drive of your PC and viewing the contents in the filemanager.



11. Send Voyager Pack to vessel

Send the Voyager Pack to meet the vessel at the next appropriate port of call.

Voyager Licence Key generation

12. Request Voyager Licence Key

As soon as you have despatched the Voyager installation pack to the vessel, contact Voyager Worldwide customer services at customerservices@voyagerww.com to request the Voyager permit is activated and sent to the vessel.

13. Licence Key generated

Voyager Worldwide will generate the vessel's licence key initiating the Voyager PLANNING STATION subscription.

Standard Licence Keys will be issued with a validity of 12 months. Trial licence keys will be issued with a 3-month validity. The expiry date is always the last day of the month.

14. Voyager Licence Key sent to vessel

Voyager Worldwide will then send the permit to the vessel by email. This will be sent with a

covering email. A copy of this email will also be sent to the Reseller for reference.

Please see the Sample Letters and Emails section later in this document for an example of the message the vessel will receive containing its Voyager Licence Key.

Customer follow-up

15. Courtesy follow-up with the vessel and shore based team

Everything the vessel needs to get started with Voyager PLANNING STATION is included in the Voyager Installation Pack, however, we recommend Resellers follow up with the vessel to check that they have everything they need and would like any additional help.

Remind the vessel about the **User Guide** and **support videos** that are in the Pack to help them get started and identify if any further assistance is required.

When speaking to the shore-based team, make sure they are aware of the Voyager FLEET INSIGHT **Quick Start Guide** and **online videos** to help them use the service as well as the in-application help.

Note: Voyager FLEET INSIGHT in-app help is located under the question mark icon in the top right of the VFI screen at all times) and full user guide which is located under the person icon immediately above the question mark.

16. Installation assistance

If necessary, Voyager Worldwide can schedule a call with the vessel to step them through installation and the key processes.

VWW will assess the installation status (by Teamviewer if onboard comms is sufficient or ship's phone if not) and provide any additional

help required for the vessel to get started.

Customer feedback

17. Vessel and shore based team follow up

We recommend following up with the customer a week to 10 days after Voyager PLANNING STATION installation is complete and Voyager FLEET INSIGHT access has been provided to make sure customers are happy with the service and are clear on how to use it.

18. Additional customer support

If the customer needs additional help at this stage the Voyager team is available to answer any questions the vessel's crew may have via video conference or ship's phone.

A similar call can also be arranged with the shore based team if required.

19. Feedback form

The final stage in the installation and set up process is to ask the vessel for feedback to help us improve our processes for the future. Please send the Feedback form to the vessel and share feedback received with Voyager Worldwide.

Installation Process Summary

The following provides a useful summary of the key steps required when setting up a customer to use Voyager PLANNING STATION on ship and Voyager FLEET INSIGHT ashore.

No.	Step	Actions	Owner	Target Timescale
Customer account set-up				
1	Onboarding Form completed	Voyager onboarding form completed and sent to sent to VWW Customer Services. Ensure all sections for both PLANNING STATION and FLEET INSIGHT are complete.	Reseller	Day 1
2	VFI account created	The Voyager FLEET INSIGHT team create the customer accounts in VFI based on the information supplied in the onboarding form.	VWW Insight team	Day 2-5
3	Customer VFI login details sent	Welcome email with log in details is sent direct to customer.	VWW Marketing	Day 3-5
4	UKHO Fleet Manager update	Permits@voyagerww.com added to the customers' email preference in UKHO Fleet Manager. VWW notified that changes have been made.	Reseller	Day 1
5	Customer communication	Communicate with customer to ensure correct email addresses are added to white lists and onboard PC configuration can support Voyager PLANNING STATION installation	Reseller	Day 1-5
Prepare Voyager PLANNING STATION installation Pack for despatch				
6	Download Voyager PLANNING STATION installation software	Latest Voyager Installer files downloaded from FTP location: ftp://ftp.voyagerww.com/VPS8_USB_Media_Installer.zip Username: VPS8 Password: fh4R9q18	Reseller	Day 1
7	Save the downloaded software onto Voyager USB	Save the downloaded file onto the Yellow Voyager PLANNING STATION USB (located in the Voyager PLANNING STATION installation pack).	Reseller	Day 1
8	Check the USB has saved correctly	Check the file has saved correctly by putting into the USB drive of your PC and viewing the contents in the filemanager. Refer to point 8 in the previous pages for the correct file structure.	Reseller	Day 1
Voyager Planning Station installation Pack				
9	Replace the loaded USB in the pack	One you have checked it, replace the loaded Yellow USB in the Voyager Installation Pack.	Reseller	Day 1
10	Prepare the welcome letter	Print a copy of the Voyager Welcome Letter and include it with the Pack.		

No.	Step	Actions	Owner	Target Timescale
11	Voyager PLANNING STATION installation pack sent to vessel	Send Voyager PLANNING STATION installation pack and Welcome letter sent to the vessel.	Reseller	Day 1
Voyager PLANNING STATION Licence Key generated				
12	Request Voyager PLANNING STATION licence key	Send email to VWW to advise that installer kit has been despatched and advise estimated time of arrival so that Licence Key despatch can be scheduled.	Reseller	Day 1
13	Licence Key generated	VWW will generate the Licence Key.	VWW Customer Services	Day 3
14	Voyager licence key sent to vessel	VWW sends Licence key and installation procedures to vessel and copies in Reseller to the email.	VWW Customer Services	Day 7
Customer follow-up				
15	Vessel installation courtesy email sent	Reseller follows up with vessel on the status of the installations to remind them about the User Guide and videos that are in the Pack to help them get started and identify if any further assistance is required. If assistance required go to step 16 if not jump to step 17.	Reseller	Day 9
16	VWW provides installation assistance if required.	VWW assesses installation status (by Teamviewer if onboard comms is sufficient or ship's phone if not) and provides any additional help required.	VWW Customer Services	Within 5 days of request
Customer feedback				
17	Vessel and shore team follow up	Reseller sends further follow up email to vessel to check how things are going on board. If assistance required go to step 18 if not jump to step 19. Reseller also follows up with shore-based Voyager FLEET INSIGHT users.	Reseller	Day 14
18	Additional customer support	If required a call will be scheduled between VWW and the bridge team if required to answer any questions they may have about the product. A similar call can also be arranged with the shore based team if required.	VWW Customer Services	Within 5 days of request
19	Request vessel feedback	Reseller requests vessel provides Feedback using Feedback form provided. Feedback received shared with VWW to improve future user experiences.	Reseller	Day 21

Installation Checklist

The following provides a useful summary of the information required from your customers to ensure a smooth installation and set-up process.

Vessel information			
Vessel name		Class Society	
IMO number		Flag State	
Vessel Email Address		Inmarsat Mobile	
Max file size per Email		Inmarsat Serial Number	
IMO Number & MMSI			
ECDIS 1		ECDIS 2	
Manufacturer		Manufacturer	
Model		Model	
Age		Age	
28 UPN Number		28 UPN Number	
ARCS UPN		ARCS UPN	
ARC Pin		ARC Pin	
Existing services			
Existing ENC service used by customer confirmed		Latest update DVD week and year onboard	
Customer advised to remove TADS from ECDIS before installing AVCS - if using		DVD updates requirement and frequency	
Existing ADP		Latest ADP update DVD week and year onboard	
Existing AeNP		Latest AeNP update DVD week and year onboard	
Software specification			
Total hard drive size and free space available		Availability of admin rights to crew	
Internet service and available bandwidth		Onboard remote access (Team Viewer) availability	
Monthly data usage cap		Company IT Dept contact details	
Contact information			
Primary contact for onboarding		Primary contact for post onboarding	
Email addresses for VFI users			
Order management			
Requirement for Voyager instant permit		Confirmation of product order limits	

Frequently Asked Questions

What are the recommended system requirements for running Voyager PLANNING STATION?

- Internet connection: 3G, GPRS, Broadband, Wifi or Iridium Openport
- Computer Processor: Intel Core i5 Processor (2.5 GHz Dual Core)
- Computer Memory: Starting from 4 GB – 8 GB (highly recommended)
- Hard Drive: 256 GB SSD Hard Drive (20 GB spare)
- Screen Resolution: 1366 x 768 pixels or higher
- Operating System: Windows 7 SP1 or Windows 10 Pro (highly recommended)
- Printer (paper updates only): Colour inkjet

Which versions of Windows is Voyager compatible with?

Voyager will work on all versions of Windows from Windows 7 up.

If the vessel is running Windows 8 or later the installation will happen automatically.

If the vessel is using Windows 7, Voyager will first install Net Framework 4.6.2 before automatically continuing with the install. The Net Framework 4.6.2 application is pre-supplied as part of the Voyager PLANNING STATION Installer.

What's included on the Installer?

The following applications, documents and data are included on the Voyager PLANNING STATION installation USB to provide the user with a comprehensive experience.

- Voyager PLANNING STATION software application

- Catalogue data and latest AVCS + AIO base data
- Voyager GPS CONFIG software application
- Voyager PC HEALTHCHECK application
- Voyager User Guides
- Voyager training videos
- ADP software, updates, manuals, support videos
- AeNP reader software, manuals and eBooks
- Witherby eBook software, technical FAQ and a core set of eBooks to enable the vessel to activate these if required in the future
- Findaport software
- SPOS Weather + tutorials doc
- Support Tools. Includes data management tools and TeamViewer for support.
- Net Framework 4.6.2 for vessels running Windows 7

The total size of the installer is 14.6GB. A smaller version of the installer is available on request should the vessel need to download the software urgently.

Why isn't the Voyager Installation USB preloaded with software and data?

The Voyager Installer USB contains the Voyager software, the latest Admiralty product catalogue (for ordering purposes) and the latest NtMs and digital updates for Admiralty digital and paper products.

Loading this information as close to the date that you send the Voyager pack to the vessel ensures that the vessel has the most up to date information onboard at the point of installation and minimises the size of the first web or email update the vessel has to do to bring everything up to date.

Why don't you send out the Voyager licence key straightaway?

Generally it takes a few weeks for a delivery to get to the vessel and in some cases longer. Delaying the despatch of the licence key until the Installation pack has reached the ship ensures the vessel has the longest possible subscription period.

What size are the weekly update files?

Voyager compresses update files to minimise data transmission costs. The volume of updates vessels receive can also be controlled by the user in Voyager PLANNING STATION. Using Voyager, vessels have the option to download updates for:

- A specific route
- ADP areas
- A user defined trading area
- All ENC's in their AVCS permit

Voyager will continue to deliver updates on this basis until the preferences are changed. We recommend vessels use the Cloud to deliver updates because it simplifies the onboard experience, but you can also get updates via email in small package sizes to fit within specific data volume requirements.

The average weekly download size is between 5 and 8 MB per week.

How does Voyager PLANNING STATION help protect the vessel from cyber risks?

Voyager PLANNING STATION connects to the Voyager Worldwide servers and downloads updates and other information via a secure connection. The free Voyager Healthcheck application scans the PC to check that virus protection is up to date and the PC is not

unnecessarily exposed to security risks. The dedicated V-DRIVE USB is wiped clean every time it is reloaded with updates to remove the risk of malware being transferred to the ECDIS.

What is the Voyager PC Healthcheck application and how does it support cyber security?

The Voyager PC Healthcheck application on the Voyager Installation USB scans the PC to check that virus protection is up to date and the PC is not unnecessarily exposed to security risks.

Is there any advice or guidance for customers relating to the new IMO cyber security regulations?

Yes, we have published a document providing information for use in company procedures where Voyager is used onboard.

What is V-DRIVE and how does this make AVCS updating simple?

V-DRIVE is a secure USB device that provides a very simple way to manage AVCS updates. Navigating officers simply plug the V-DRIVE into a USB port on their Voyager PC to automatically download and transfer all necessary ENC's, updates and permits required to navigate safely and compliantly to the V-DRIVE and then the ECDIS.

How does the Voyager GPS OVERLAY provide emergency back to ECDIS and does this meet the regulations for ECDIS back up?

Voyager's GPS OVERLAY feature enables the Voyager PC onboard to be used as an extra back up to ECDIS. It works by connecting to either a wired or wireless AIS Pilot Plug or USB to NMEA device to provide the live vessel GPS position which is then overlaid on the latest ENC's in Voyager's ENC viewer. This is intended as an addition to the regulatory back up – for use in extreme situations where onboard hardware has failed. It does not meet the requirements for a second ECDIS or paper back up.

Welcome Letter and Email Examples

Voyager PLANNING STATION

Vessel/customer introductory email to be sent by Reseller

Good day,

IMPORTANT: Please read this email as it contains important information about the safety critical supply of navigational products to your vessel.

My name is [.....] and I am here to help you get set up as quickly and efficiently as possible. The purpose of this email is to introduce Voyager PLANNING STATION as your new onboard navigation management software.

The Vessel will be supplied with a Voyager Installation Pack. Please could you forward us the Full style Agent Name, Address, Contact Details along with port schedules (ETA/ETD), so that we can send out the Installation Pack to the most appropriate location to meet the vessel.

Once the vessel has received the installation pack onboard, please inform us immediately so that we can send the permits to enable the relevant software and data to be installed. Once completed we will request your vessel to send an initial order to confirm that your ordering process is operational.

Voyager INSTANT PERMIT (Remove as appropriate)

For the Voyager INSTANT PERMIT service, please note you will need to supply the initial permit manually to activate the service. Upon receiving the first permits, we will ask the vessel to kindly notify us to confirm that the service is activated.

Voyager PAY AS YOU SAIL (Remove as appropriate)

For the Voyager PAYS service, please note that it takes 2-4 working days to set up your vessel with remote tracking. You will receive a notification once set-up is complete and the service is activated.

Questions and feedback

In the above onboarding process if you have any enquiries or clarifications, do not hesitate to get in touch with either myself or our customer service colleagues. We are here to support you 24 hours a day, 7 days a week.

(Remove as appropriate)

Main/AOH Tel: +65 6270 4060
Main/AOH Tel: +216 400 5000

Best regards

Name

Job title

Voyager PLANNING STATION

Covering email sent by Voyager Worldwide with the Voyager Licence Key

Good day Capt,

Thank you for your email and confirmation receipt of the installer pack.

Please find attached your Voyager License Key as well as the User Guide for your reference. You should be under "Administration" permission prior commencing the installation procedure. You may need to speak to your IT Department to arrange these permissions on your PC.

Kindly follow the step by step installation procedures. Please make sure that each of the alerts in the Voyager Setup Status window are as shown in Step 6 Voyager PLANNING STATION setup and configuration settings before you complete this stage of the installation process. If any of these alerts are still showing "red" please inform us so that we may provide additional support to get you set up.

If your vessel is equipped with an internet connection and your Voyager workstation is connected, kindly download the initial updates. Please refer to the "Installation Trouble Shooting" on Page 9 of the User Guide should you encounter any issues. Otherwise, please let us know your vessel's maximum file size limit per incoming email and we will send to you the updates by email.

We hope you enjoy using Voyager PLANNING STATION. If I can be any assistance at any time, please do not hesitate to contact me.

[VWW email footer]

Attach Voyager PLANNING STATION License key

Attach Voyager PLANNING STATION User Guide

Voyager PLANNING STATION

Covering letter to be sent by Reseller with Voyager Installation Pack

Dear Capt.

IMPORTANT: Please read this email as it contains important information about the safety critical supply of navigational information to your vessel.

Thank you for choosing Voyager PLANNING STATION for your onboard route planning and navigation management and updating. I will be facilitating the onboarding process for you and am here to help ensure your transition runs smoothly. You should have already received an email from me explaining your new service.

Below is a list of enclosures in this pack, together with a short list of actions that you will need to complete to fully install Voyager and ensure your vessel's paper and digital chart and publications indexes are uploaded and correct.

This Voyager Installation Pack contains:

- **Yellow** Voyager PLANNING STATION USB
- **Blue** V-Drive USB
- Lanyard for attaching to the V Drive USB
- Voyager Installation Guide
- Voyager PLANNING STATION User Guide

If any items are missing from your start up pack or if you are missing any of the information you need to complete your installation please contact us at [[email address](#)].

The **Yellow** Voyager Installation USB contains everything you need to get started as follows:

- Voyager PLANNING STATION software application
- Catalogue data and latest AVCS + AIO base data
- Voyager GPS CONFIG software application
- Voyager PC HEALTHCHECK application
- Voyager User Guides
- Voyager training videos
- ADP software, updates, manuals, support videos
- AeNP reader software, manuals and eBooks
- Witherby eBook software, technical FAQ and a core set of eBooks
- Findaport software
- SPOS Weather + tutorials doc
- Support Tools. Includes data management tools and TeamViewer for support.
- Net Framework 4.6.2 for vessels running Windows 7

To get started simply insert the **Yellow** Voyager USB into the USB drive on your back of bridge PC and, using the Voyager Licence Key that you should have received by email, follow the instructions in the Installation Guide.

Once your installation is complete, please use the videos on the **Yellow** Voyager USB and the Voyager User Guide to learn how to order and maintain products and services simply and efficiently using Voyager.

I will be in touch once you have received your pack to assist with your set up. In the meantime, if you would like to discuss any aspect of the onboarding process please do get in touch, myself and my customer services colleagues are available to help you, 24 hours a day 7 days a week.

Best regards

[name]

[Onboarding specialist]

[email]

Voyager Fleet Insight Welcome letter sent by Voyager Worldwide



Dear <<Email Address>>

Welcome to **Voyager FLEET INSIGHT**, the easy and completely transparent way to track your fleet and manage navigation compliance and costs online.

To get started:

1. Go to <https://vfi.voyagerww.com>
2. Click **Reset password**
3. Enter your email address

You will be sent an email link to set your own password. If you forget your password, you can reset it any time, simply by clicking Reset password again.

If you are a Voyager customer you benefit from free and unlimited access to the Voyager FLEET INSIGHT **Essentials** service. The VFI **Essentials** service enables you to track vessels, check details of the services you buy from us, view vessel inventories, spot navigation compliance issues, access Port State Control inspection data and see which ports are most frequently inspecting your vessels.

In addition, the COVID module provides information about testing facilities and other useful information worldwide to assist with crew logistics during the ongoing pandemic.

If you have also subscribed to or are trialling our **VFI Professional** service you also get:

- Premium AIS tracking (updated every 10 minutes)
- Historic tracking data going back 3 years
- Navigational purchasing analysis to identify overspend and reduce costs
- Port call and sea hours data to support cost and budget management and scheduling
- Wallboard mode for video display of vessels on large screen

With a subscription to our **VFI Premium service** you also get:

- CMAP chart layer enables you to view vessel positions and routes on charts and more easily identify potential issues from shore
- Live and historic vessel and fleet positions plus adjacent AIS positions of other vessels enable you to monitor vessels and go back to check vessel movements
- High quality 3-day weather from NOAA provides easy access to crucial parameters such as wind, wave, currents, swell, air pressure and ice plus animation to check impact on routes
- MARPOL zones help you to manage and monitor low sulphur requirements across the fleet
- Risk Intelligence maritime security incidents overlaid on charts help protect assets further along with a premium option that enables you to view more detailed information about piracy attacks and port risk assessments.
- The opportunity to upgrade to view official ENC's via AVCS Online.

If you don't yet have access to VFI Professional or Premium services and you'd like to arrange a free no obligation trial please let us know via your account manager or our customer services team.

Get started now

Click to download the **Quick Start Guide** and make the most of Voyager FLEET INSIGHT or watch some **short tutorials** to help you get started. You can also click the online help under the user icon in the top right corner of your VFI screen at any time to find out more.

Don't forget, you also have access to VFI Go for smartphones to give you access to key VFI functionality on the move. Simply go to **www.vfigo.voyagerww.com** and log in using the same login information.

We hope you enjoy using VFI. If you require any help or support, please let us know by contacting our **Customer Service team**.

Best regards
Customer Services

Terms and conditions

By logging in and using the Voyager FLEET INSIGHT service you are accepting the terms and conditions specified in the end user licence agreement which you can read in full **[here](#)**.

Voyager experience Feedback form

To provide a better-quality service, kindly provide your valued feedback (1 - lowest and 5 - highest).

		1	2	3	4	5	N/A
1	Overall onboarding experience with Voyager Worldwide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Overall clarity and relevance of instructions and guides provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Response time of our team throughout onboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Coordination and knowledge proficiency of our team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Overall simplicity in using Voyager PLANNING STATION and V-DRIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Efficiency in using Voyager PLANNING STATION to plan route and order navigational products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Guidance provided on installation and activation of UKHO products (AVCS, ADP, AeNP etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Guidance provided on installation and activation of third-party products (eBooks, FindaPort, SPOS etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you like to add any further comments?

Name and Rank:		Stamp if printing
Vessel Name:		
Date:		

About Voyager Worldwide

Voyager Worldwide is a leading maritime solutions company and the world's number one provider of digital navigation solutions.

Our e-navigation solutions are designed to make navigation simpler and safer whilst enabling shipping companies to take advantage of increasing connectivity, information sharing and analytics to operate more efficiently, improve compliance and reduce the cost of navigation.

We work with the biggest names in shipping worldwide and through resellers worldwide.

Our powerful Voyager ecosystem collects data from vessels and enables that data to be shared with shore-based stakeholders. We also collect, store and analyse millions of other data-points ranging from AIS positions to Port State Authority and Flag State data every day.

Since 2015 we have captured over 2 bn data points relating to 120,000 vessels worldwide. This data forms a huge Voyager Worldwide data lake that through the help of our analytics and our Voyager FLEET INSIGHT web service, our customers then use to help them manage navigation (and increasingly) other aspects of their operations more effectively. Our goal is to turn data into information and information into insight.

At the same time, on the bridge, Voyager PLANNING STATION offers new levels of automation and simplicity to keep seafarers happy, save time and improve vessels safety and compliance. Everything in one place means navigators don't have to keep switching between different software and provides a much simpler and more efficient way of working.

To find out more contact your preferred Voyager worldwide office from the list below or email us at customerservices@voyagerww.com. Alternatively, visit our web site at

www.voyagerww.com

Germany

Hamburg

T: +49 40 374811 00

Greece

Athens

T: +30 216 400 5000

Japan

Kobe

T: +81 78 332 3422

Yokohama

T: +81 45 650 1380

Hong Kong

T: +852 2854 3688

Turkey

Istanbul

T: +90 216 493 7401

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